

PRIOR ART
FIG. 1

200

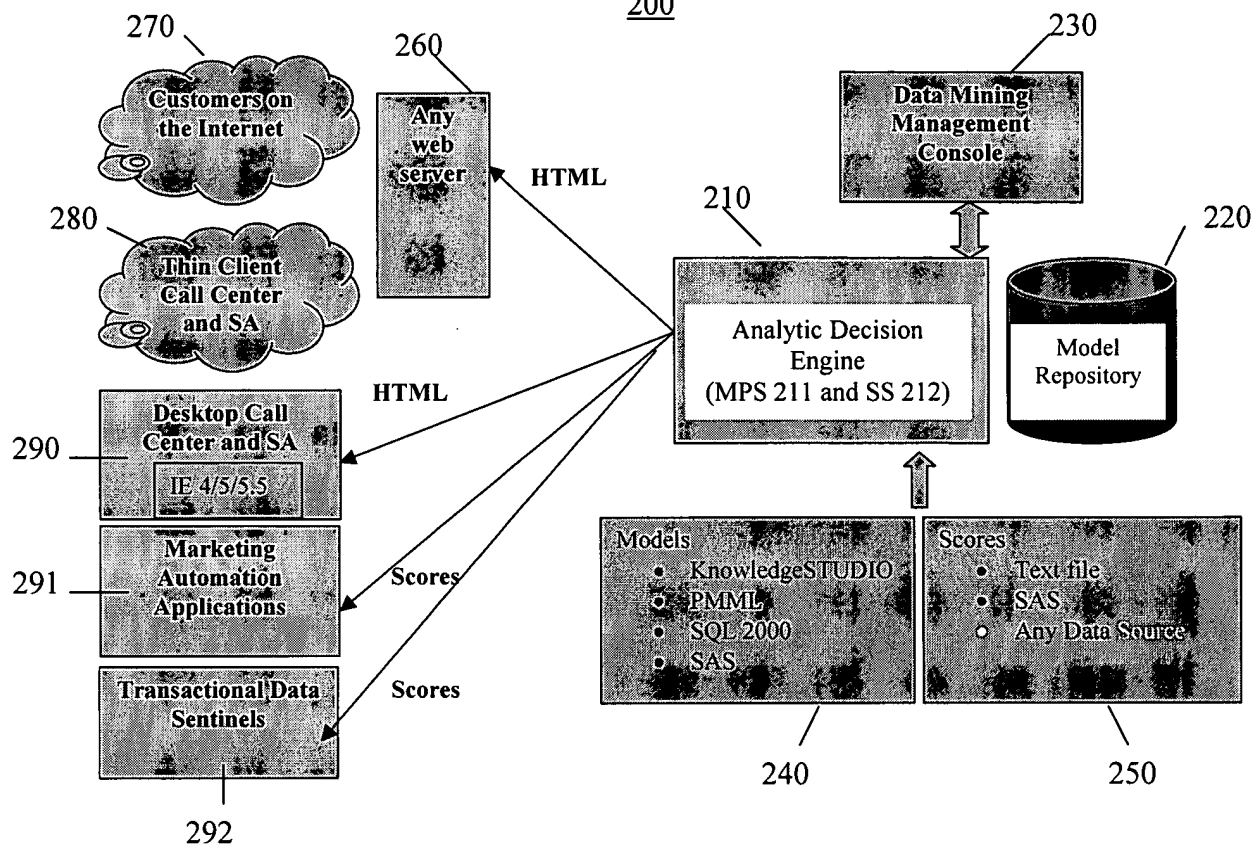


FIG. 2

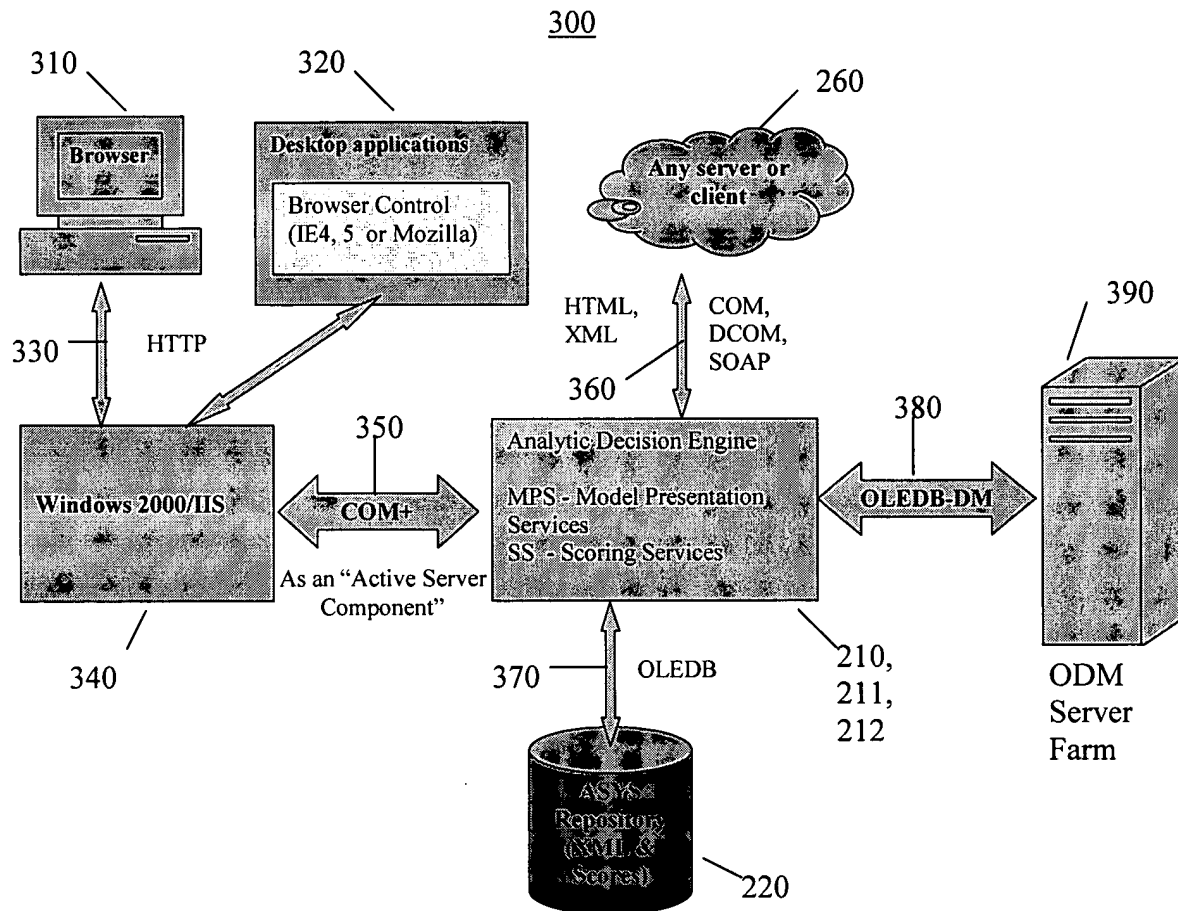


FIG. 3

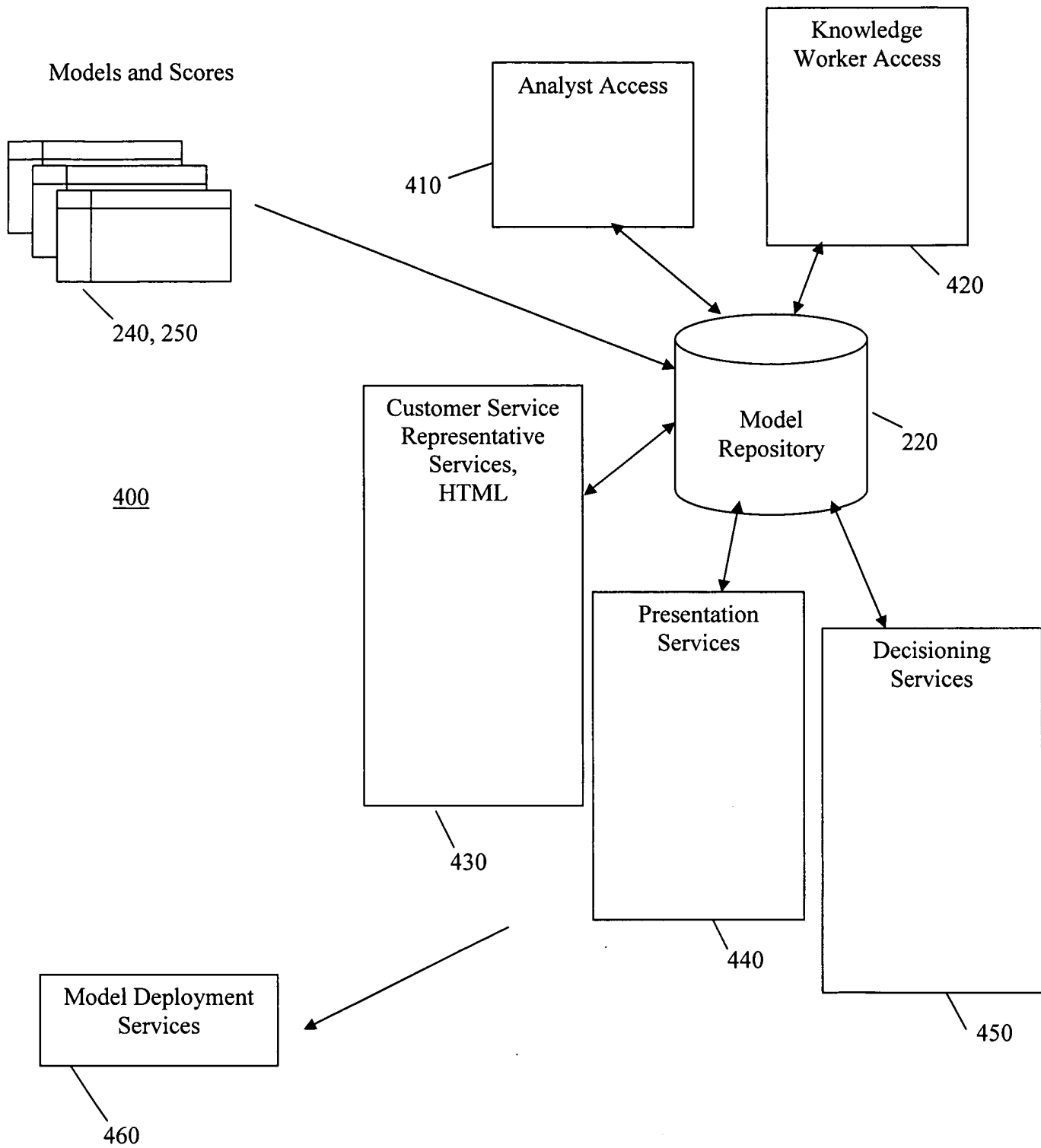


FIG. 4

500a

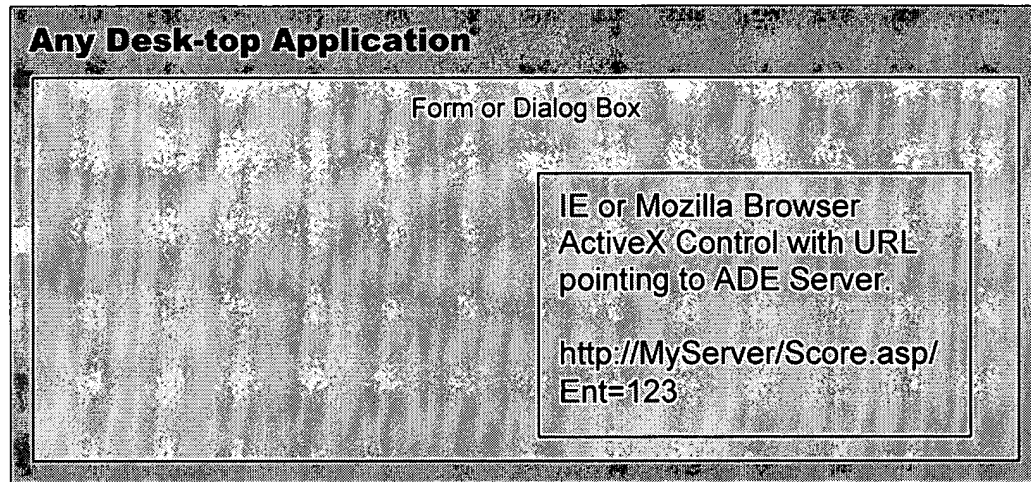


FIG. 5 (a)

500b

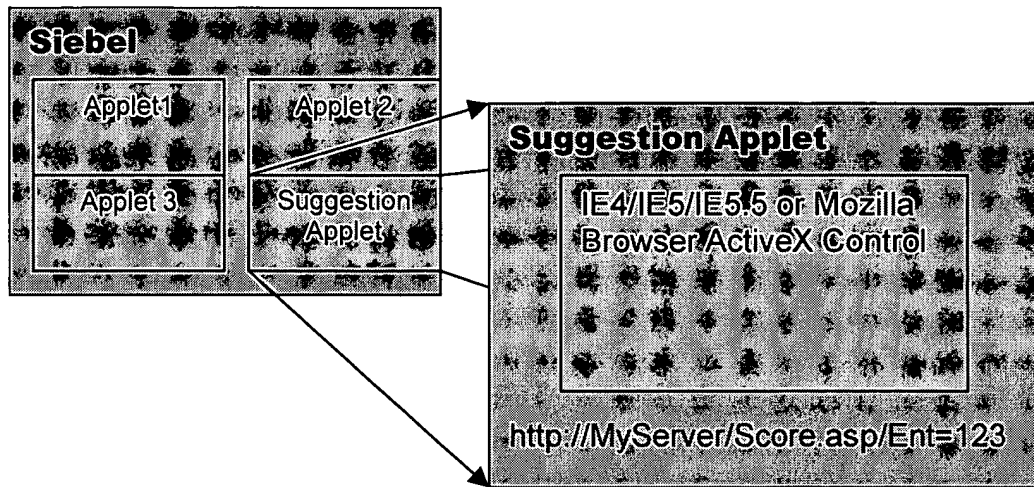


FIG. 5 (b)

500c

ANDROSS Knowledge/IVR Siebel Integration - Call Center Demonstration - Contact Profile

File Edit View Screens Go Query Reports Help

History List Threads Contact

Additional

My Contacts Profile

Premium Credit Card Offer

The Bank is offering selected customers our new Premium Card. You are eligible. You receive our platinum card, a waiver of the annual fee for you to at year and a fixed interest rate of 10%. Would you be interested in learning more about this offer? [View Offer Details](#)

Would you like to hear more or talk to a specialist?

CONTACT INFORMATION

Created Date	Note Type	Note

CONTACT

Last Name: Beck	First Name: Jeff	MI: []	Account: []	Site: []
Job Title: []	M/Ms: []		Address: []	
Work #: []	Home #: []		City: []	State: []
Fax #: []	Cellular #: []		Zip: []	Country: []
Assistant: []	Ass. #: []		Email: []	

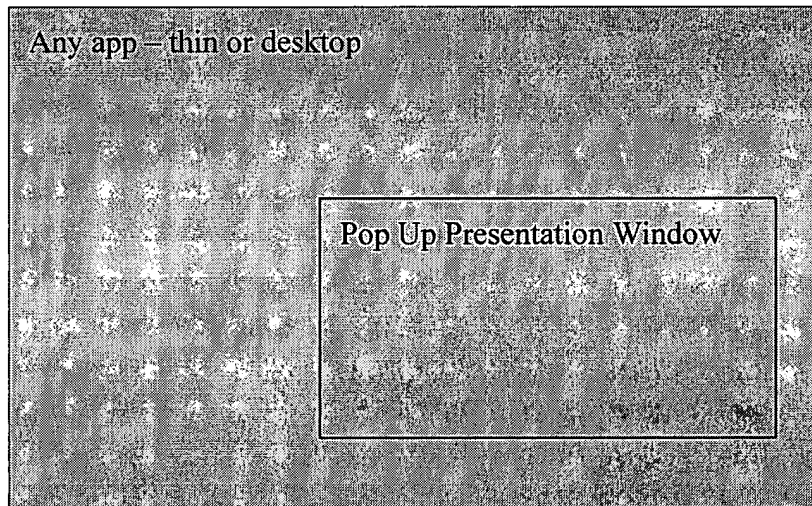
ACTIVITIES

New	Activity Type	Description	Due	Assigned To	Start Time	Alarm

Item 1 of 20

FIG. 5 (c)

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600a

FIG. 6 (a)

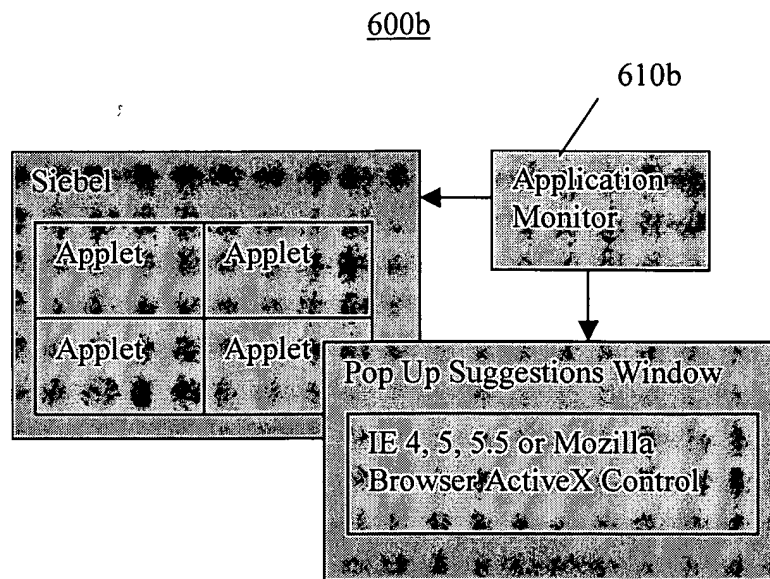


FIG. 6 (b)

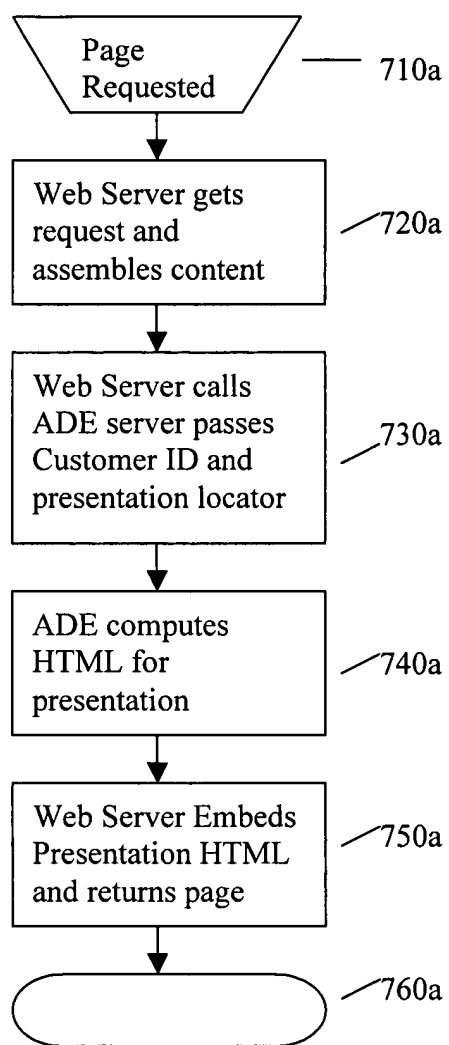


FIG. 7 (a)

Frame 1	Frame 2
Frame 3	Frame 4 Presentation HTML with URL pointing to ADE server. (e.g. ttp://MyServer/Score.asp/Ent=123)

700b

FIG. 7 (b)

800

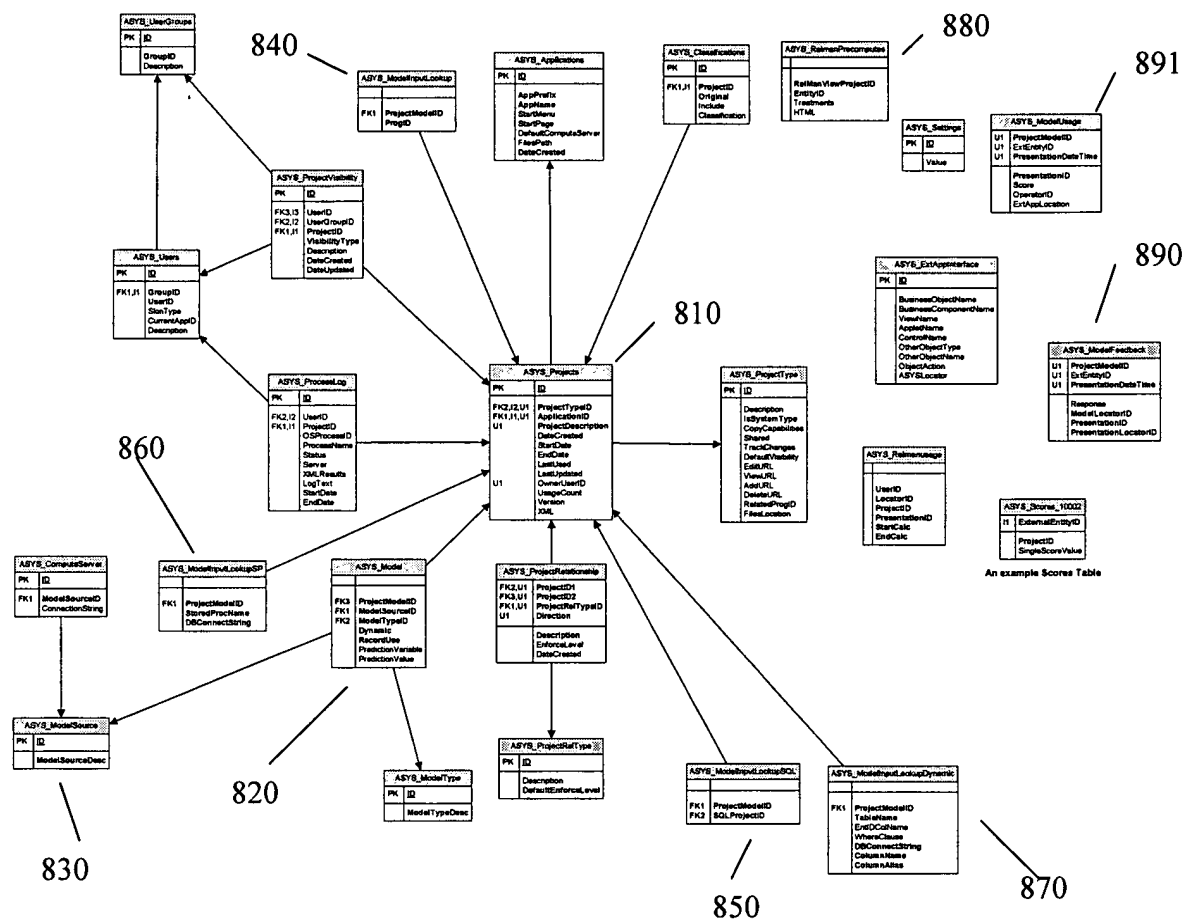


FIG. 8

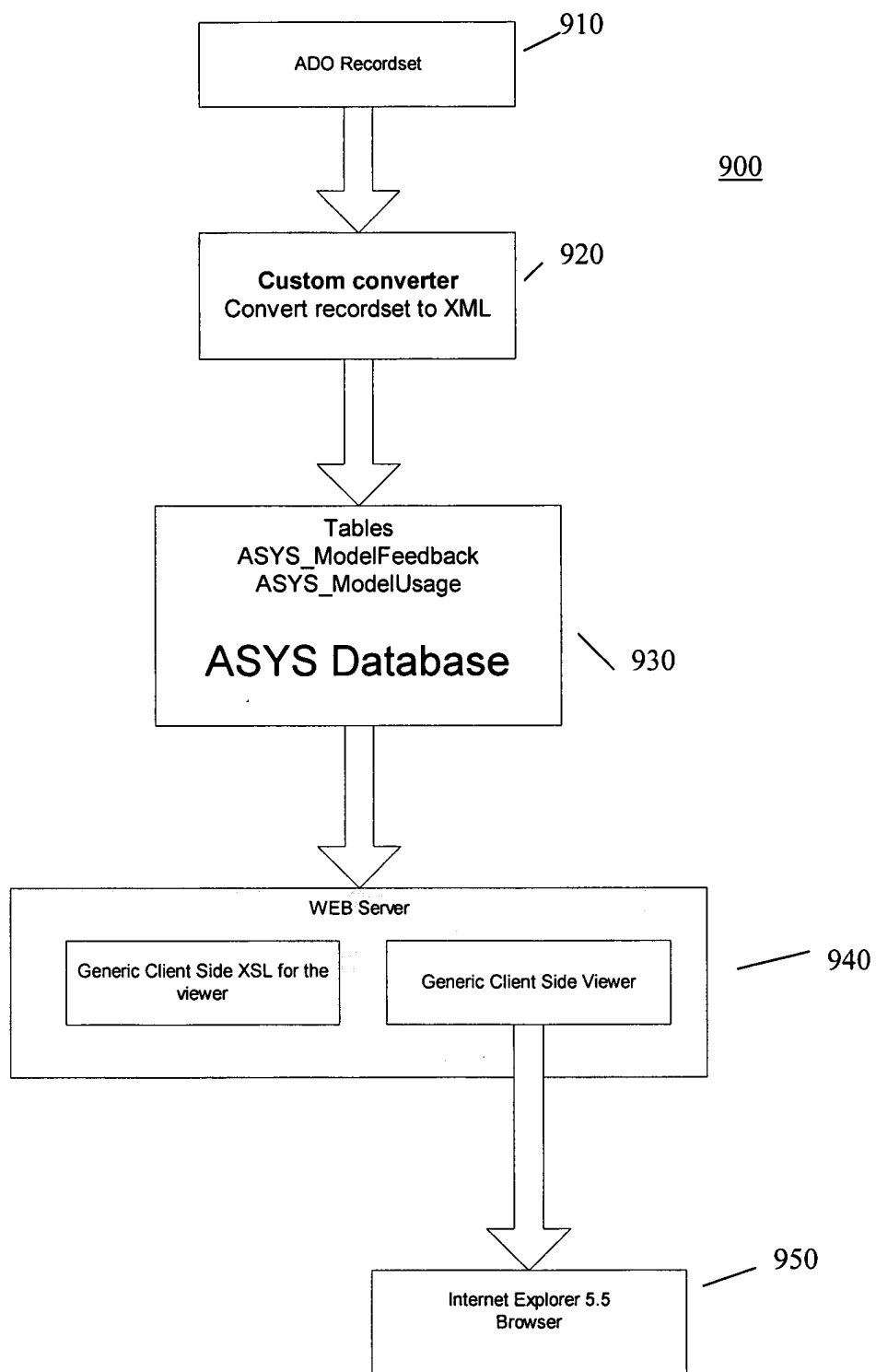


FIG. 9